

City of San Diego Service Efforts & Accomplishments



April 2002

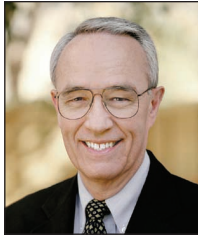


City of San Diego
**Service Efforts
& Accomplishments**

April 2002



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Dick Murphy
Mayor



Scott Peters
Councilmember
District 1



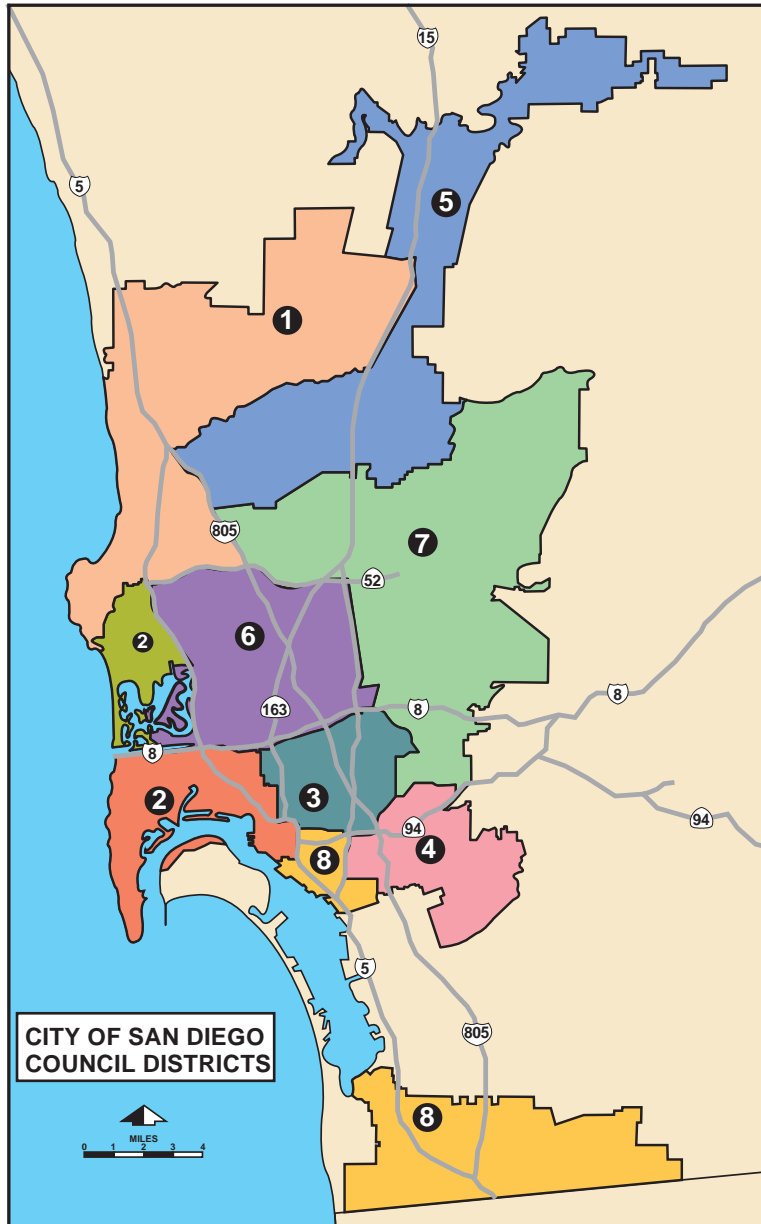
Byron Wear
Councilmember
District 2



Toni Atkins
Councilmember
District 3



George Stevens
Deputy Mayor
Councilmember
District 4



Brian Maienschein
Councilmember
District 5



Donna Frye
Councilmember
District 6



Jim Madaffer
Councilmember
District 7



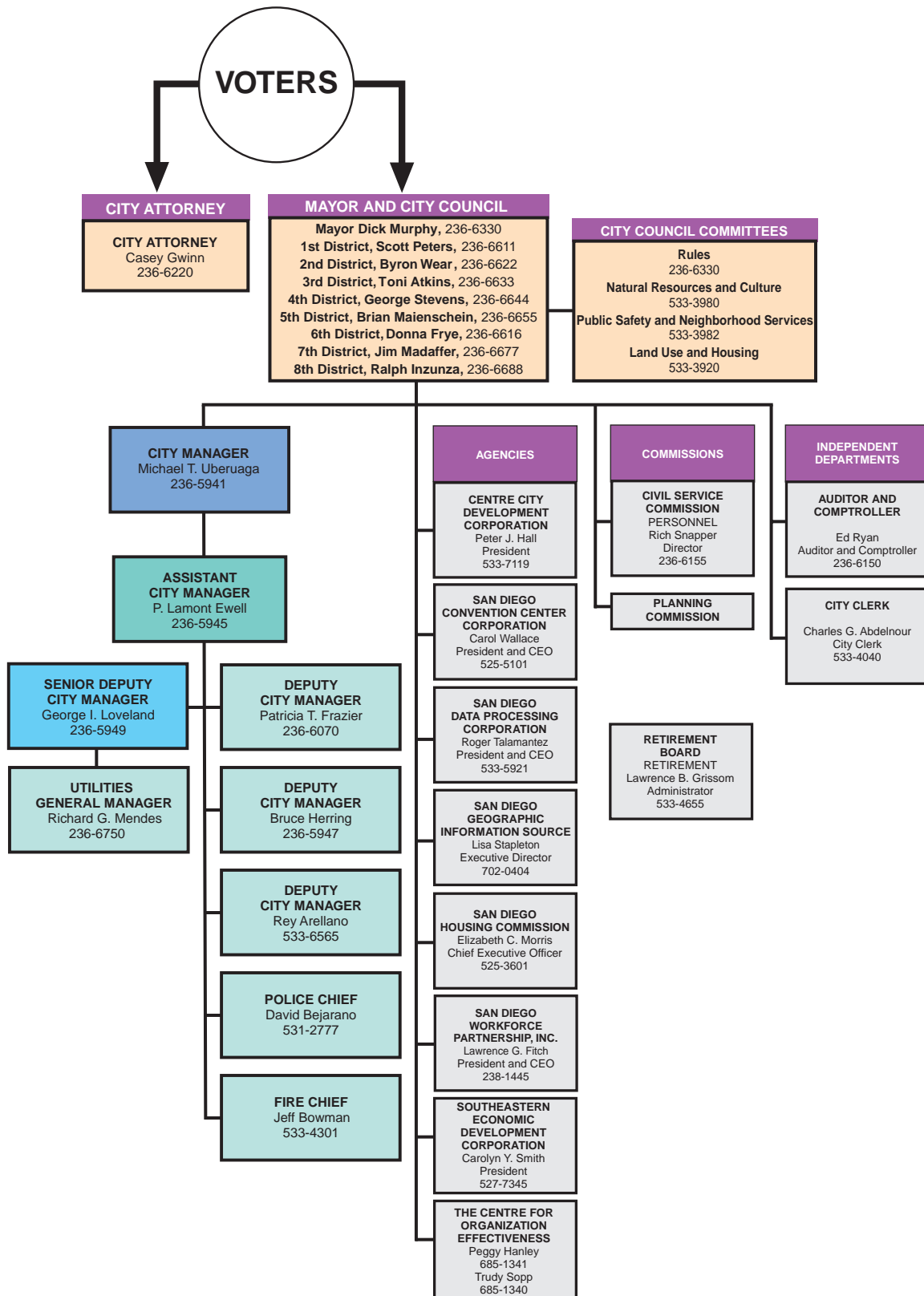
Ralph Inzunza
Councilmember
District 8



Michael T. Uberuaga
City Manager



Casey Gwinn
City Attorney





THE CITY OF SAN DIEGO

**CITY OF SAN DIEGO
MEMORANDUM**

DATE: March 30, 2002

TO: Honorable Mayor, City Council and Select Committee on
Government Efficiency and Fiscal Reform

FROM: Michael T. Uberuaga, City Manager

SUBJECT: March 2002 Service Efforts and Accomplishments

I am pleased to provide you with the fifth annual Service Efforts and Accomplishments (SEA) document for the City of San Diego. The SEA provides an overview of the achievements, performance and expenditures as well as benchmarking data and citizen satisfaction ratings of the ten departments that provide a majority of services to the citizens of the City of San Diego.

The SEA is consistent with the recommendations of the Select Committee on Government Efficiency and Fiscal Reform and is a component of the City's overall Performance Management Program. The program's main component, Performance Based Budgeting, is a nationally recognized, award-winning program. Through performance measures, Performance Based Budgeting provides a documented snapshot of the City's efficiency in providing services to the public. Departments use performance measures to track and manage the cost of providing services, develop benchmarks, measure success, and encourage greater employee accountability. Increasingly, performance measures are also used as tools for demonstrating outcome variations due to changes in the allocation of resources.

The SEA may supplement departmental information obtained from other sources such as the Annual Budget document and the Financial Review and Status (Mid-Year) Report. Throughout the budget process, I will continue to solicit input to insure this report focuses on areas of interest and issues of concern to you and our citizens.

This document is produced thanks to the diligent work of staff in the City departments featured in the Service Efforts and Accomplishments.

A handwritten signature in blue ink, reading "Michael T. Uberuaga".

Michael T. Uberuaga
City Manager

Contents

Service Efforts and Accomplishments

Summary	1
City Attorney	5
Environmental Services	15
Fire and Life Safety Services	27
General Services	41
Library	51
Metropolitan Wastewater	61
Park and Recreation	75
Police	87
Transportation	103
Water	113
Competitive Efforts	131

Appendices

Appendix A: Resident Satisfaction Survey	135
Appendix B: Service Priority Ranking Survey	139
Appendix C: Other Departmental Performance Data	143
Appendix D: Comparison City Data	149

